

City Council

Special Meeting Agenda

**October 2, 2017
Louisville Library, 1st Floor Meeting Room
951 Spruce Street
4:00 PM**

- 1. CALL TO ORDER**
- 2. FACILITATED TEAM MEETING**
 - A. REVIEW OF INTERVIEW DATA**
 - B. COUNCIL INTERACTION WITH NEW CITY MANAGER**
- 3. ADJOURN**

SUBJECT: CITY COUNCIL TEAM MEETING

DATE: OCTOBER 3, 2017

**PRESENTED BY: MAYOR BOB MUCKLE
COUNCILOR CHRIS LEH**

SUMMARY:

June Ramos was hired to work with City Council to gather feedback from a variety of stakeholders regarding characteristics and qualities desired in the next City Manager as well as work with City Council to clarify and solidify team norms among council members.

Ms. Ramos conducted individual interviews with each City Councilor during the week of September 18, 2017.

Ms. Ramos will facilitate a discussion with City Council on October 3, 2017 from 4pm – 8pm focusing on the following objectives:

- Facilitated discussion of the interview data collected during the individual interviews.
- Facilitate a discussion on the positive elements of City Council, prioritization of areas for improvement and action steps, and assist in creating alignment and agenda preparation to welcome and onboard the new City Manager.

The meeting will be held in the Library's Main Floor Conference Room and the agenda is attached along with Ms. Ramos' Interview Summary Report.

FISCAL IMPACT:

The entire Scope of Work (SOW) by Ms. Ramos includes Focus Group work along with the City Council Team meetings and is approximately \$7500. This expenditure required a future budget amendment.

RECOMMENDATION:

Discussion

ATTACHMENT(S):

1. Agenda and Interview Summary Report
2. State of Work (SOW) for June Ramos Associates, LLC

City of Louisville
Council Effectiveness Workshop
October 2, 2017

June E. Ramos, Facilitator



AGENDA - 4 pm to 8 pm

- Welcome/Meeting Purpose – Mayor Robert P. Muckle
- Review of Operating Agreements
- Meeting Outcomes – My Priority
- Discussion - Interview Data Report
 - Questions I have about the data
 - Reactions
- Maintaining the positive elements of Council (Question #3)
- Prioritization of areas of improvement as a Council and action steps (Question # 4 and #7)
- Creating alignment and agenda preparation to welcome and onboard the new City Manager (Question #5)
- Summary and Next Step Actions
- Adjourn

**City of Louisville City Council Interviews
Summary Report for Council Effectiveness Session
June E. Ramos, Facilitator
jramosassoc@mindspring.com
October 2, 2017**

Introduction: The following data is a summary of comments made to June Ramos during the interview/assessment phase of the team effectiveness process. The words and language are pulled from and paraphrased from the interviews – based on June’s notes. Any errors in interpretation are hers alone.

You will observe that in some cases perceptions of Council team members differ – one person may comment about a specific strength, and that same strength may also show up as a weakness or opportunity for improvement, as reported by someone else. This is due to the varying perceptions of the individuals interviewed.

I recommend spending no time on trying to “figure out” who said what. Use this as an opportunity to learn from the interview data and compare perceptions, adding to and creating a rich discussion about how you can be even more successful.

As you review Question 1, all comments by an individual Council member are combined together in the same bullet point. For the remaining questions, Ramos combined common themed comments; in some cases, you will see a duplicate of the same wording. That indicates that more than one person made the same statement, using the exact or very similar words.

DATA INTERPRETATION GUIDELINES - How to “review” the data:

- Respect different frames of reference – these are people’s perceptions; not everyone thinks alike or sees the world the same
- Be non-defensive
- Spend ***no*** time trying to identify the source
- Read or listen in the session for true understanding
- Don’t shoot the messenger
- Use the data to focus on improvement – feedback is the gift that allows us to do that
- Do not use this data for retaliation or retribution or blame
- “Own” the data – if the data point is true for you, please speak up. Be ready to provide relevant examples.

As you review the data, please answer the following questions in preparation for our planning session.

1. What questions do I have about the data?
2. My reactions - What made me Sad, Mad, or Glad as I reviewed the data?
3. What are the critical priorities to address first?
4. What ideas and solutions do I have to address critical areas to improve this team?

1. What does success look like for our time together? What outcomes do you want to produce?

- More collaborative processes where we set the agenda; create a process with a leader who facilitates the structured process (requiring more discipline than with the current structure we use); more effectiveness in our decision making process and meeting structure (we are pretty good in this but I would like us to be even better)
- Create agreement on how things happen in our sessions (but I don't want the restrictions of Robert's Rules or Order); create a higher degree of trust among ourselves
- Adopt meeting rules – create those at retreat; everyone walks away with a sense of success and no feelings are hurt; Open and honest/candid conversation with each other
- Greater clarity of our understanding of our role as policy makers; meeting management protocols with equity for public comments; creation of trust among Council members that we will each other's backs (this is much better than in the past)
- Not coming across as divided to our new City Manager; do not want a “touchy-feely session”
- Learn some communication tools that work for seven bright, articulate, forceful, opinionated personalities; explore some commonalities in the vision we have for the new City Manager; surface elephants in the room; ensure that everyone feels heard and no one feels singled-out necessarily
- Good, thorough discussion about our relationships, our roles, and our roles with staff; agreement that we want the new City Manager to be successful and let new City Manager manage the way we said we wanted him/her to manage; discussion on how we hold each other accountable

2. Your vision for the City

- We do a good job of representing our Wards but always in the best interests of the entire City
- Maintain being a great City – we have good infrastructure along with health and safety for our residents; sustainability of quality of life
- I love the town and the culture; how to stay a friendly, small town (this is a mindset; not the limitation of number of people in Louisville)
- Louisville remains unique as Louisville; small-town character that is fiscally sound with good developmental plans; keeping the good things about our current city
- Maintain our small town character; helping neighbors; pride for our City – continue to improve it and make it even better, especially around environmental issues and open space

- Implement government for what it was intended – that is, continuing to provide basic services; to be fiscally responsible to help maintain our future.
- Trying to maintain our small town feel; that we are a cradle to grave community; creation and maintenance of a safe, “walkable,” socially connected community; that we continue to be respectful of our history; being economically vibrant; using and valuing our open space and amenities
- Maintaining a future focus and accomplishing things and doing things that citizens want; helping to define our future – “what does it mean to be a stable, mature city?”

3. When we are operating effectively as a Council, what is happening? What are we doing? Please comment on the positive elements of how we currently communicate together, make decisions, and/or manage conflict and disagreement?

- Conflict and Disagreement
 - It is OK to disagree; we don’t always have 7 – 0 votes and I wouldn’t want that anyway
 - We handle disagreement well if we truly disagree
 - We fight like a family, but in the end we are still in a good relationship with each other
 - We have good, honest disagreements; we find good compromise on a lot of issues
 - We are comfortable disagreeing with each other; I think we disagree well; even if we disagree, we still have good relationships
 - We engage in good debate and provide alternatives
 - We have good spirited debate – when it is done, it does not appear that we hold grudges
 - No personal attacks, most of the time
 - Our conversations are always civil, even if we have a clear divide; we can easily let go of any tensions that may exist during discussions once they are over
 - We support the final vote
 - Most of the time we find good compromise. We accept the majority vote, even if we disagree; we can still get along despite our disagreement
- Communication
 - Nobody is shy about voicing an opinion; we are level-headed and have thick skin so we don’t take things personally
 - In discussing issues, we are courteous and respectful
 - We do not violate the open public meetings law; we follow the open meeting rules
 - We would call each other out for any transgressions of public policy/government rules
 - We have genuine, real time, live debates with each other on issues
 - We are very honest with each other

- We are open to new ideas from each other (e.g., having a discussion about instituting meeting rules to improve our meetings)
- Our communication is filled with good give and take; good listening, especially when we are not shying away from issues
- We are intellectually honest with each other
- We are willing to engage the public – we do not glaze over their input
- When we collaborate with staff, we work together to solve problems
- The people/Our relationships with each other
 - We have a good mix of people
 - We work pretty well together
 - We have good one-on-one relationships
 - We get along well together
 - Willingness to show up and work together at community events
 - All of our hearts are in the right place
 - We treat each other with respect
 - We have a healthy reservoir of trust for some of us, based on long history or knowing each other and working together over time
- We currently are good and operate well together, but I would like it to be even better
- We are focused on our goals and work plan
- We are very comfortable representing our constituents

4. Areas of improvement - what can we do to be an even more effective Council as we work together?

- Improve our meeting effectiveness
 - Meeting leader
 - Need more facilitative leadership around participation and input; encourage more active participation by more quiet council members and ensure that we are hearing from all; read and respond to body language cues
 - Better meeting management and facilitative leadership to bring us to closure and dealing with challenging comments from citizens
 - Discuss how to fine tune the structure of our meetings
 - Three-minute rule for public comment (NOTE: under review by Legal Committee, City Attorney, and, soon, the entire Council)
 - We are getting better at the three minute rule
 - Inconsistent use of three-minute rule – could we use a tool/technology to allow citizens to know how much time they have left?
 - During public hearings, create equity and consistency around three-minute rule
 - Implement meeting management protocols

- Need meeting rules – we don't have formal rules adopted in the Charter; we casually follow Roberts Rules of Order
- Council preparation – think about topics before our meetings
- Council work management and flow needs improvement; are good decisions made after 9 or 10 pm? Are we trying to push too much through? What is the impact on staff/others of long meetings and having to get to work early the next day?
- Roles and Responsibilities
 - We can get caught up in the weeds; we need to stay focused on policy guidance and our role as true policy makers (use other avenues for detailed conversations)
 - Understand the true definition of council policy role versus operations; we are the ones that set goals
 - Don't micromanage the City Manager – we need to be clear on what our role is as managers of the City Manager
- Communication
 - Let's figure out a way that we all get the same information, especially from the Mayor's meetings with the City Manager
 - Concise Communication
 - We can do a better job at concise communication; less long-winded conversation is needed
 - Sometimes we go on and on in our discussion
 - We need full participation by all Council balanced with sensitivity to how long we talk about "stuff"
 - Idea – hold Council questions until the end of a presentation by staff and applicant and public comment; hearing all presentations first may impact the questions we ask
 - Better flow of communication at Council; even more open communication
 - Idea – we could share Ward meeting minutes and Mayor's meetings with rest of Council; staff doesn't always communicate to rest of Council – it usually runs through Mayor
 - No hidden agenda; be transparent and open
 - All of us would benefit from summarizing and doing listening checks (especially our meeting leader); also staff – for example, *"here is what I heard from Council."*
 - Handle conflict and disagreement better – not be conflict avoidant
- Focus on priorities/Strategic Objectives
 - This is actually a recent area of improvement and we can continue to do better at it by focusing on new work assignments and priorities by holding each other accountable; focus on the plan and be willing to take something off the plan if we add to it
 - Identify strategic objectives/initiatives by Council for implementation by staff

- Decision making
 - History should be informative but not our guide or something that restricts us – avoid using language of “*we tried that before*”
 - Reminder – Come to meetings with an open mind and be ready to listen to what fellow Council members and public have to say
- Better, respectful, and civil treatment of staff; we don’t need to treat staff as adversaries; watch our communication to staff

5. What do you need and want differently from the incoming City Manager to improve effectiveness?

- Communication and relationship building between City Manager and Council
 - Creation of a good communication protocol between City Manager and Council; establishment of a communication protocol
 - Consistent communication between City Manager and Council
 - Treat Council members similarly, such as with response time
 - Manage staff and personnel effectively (have proven demonstrated success)
 - Better, more regular responsiveness to individual Council members and more frequent communication
 - Transparent communication; Transparent communication and decision making
 - Consistent communication from City Manager and staff
 - Be willing to ask questions
 - Talk to all of us – individually and collectively
 - Be open to more relationship focus with all Council members; staff in touch with us on issues; keep us apprised; frequent informal communication with individual Council members
 - Open communication with all Council members – loop us all in the communication
 - Staff and City Manager to respond to all Council members; avoid siloed Wards
 - More early notice of things going on in the City – give us time to check calendars when you invite us
- Our City
 - Learn our City and our uniqueness
 - Develop good relationships with citizens; be open to their feedback, be respectful, and avoid getting defensive
 - More interaction in the community with citizens at community events; being visible in the community; active community involvement
- Staff Work/Recommendations
 - Provide solid options and recommendations to us; know what is a policy issue and what is operational; provide us strong justification/business cases with data when giving us a recommendation

- Improve staff work – finished staff work before presenting to Council
- Strategic plan to provide focus for staff actions
- City Manager runs the city; don't "out-vision" the City Council; participate with us but don't be the primary driver of the City vision
- Follow/execute Council priorities – teach staff about this as well
- Create a culture of public service and customer service in staff
- Improve perception of distrust of Council by staff – two-way respect is needed
- Accept accountability for self and staff
- Ability to engage constructively with strong personalities (male and female)
- Clarity and full understanding of roles and responsibilities

6. My top two or three issues - challenges we face as a City moving into the future?

- Sustainable revenue stream beyond sales tax;
- Financial sustainability
- Sustaining a mature city
- Core Competency
 - Continuing to provide day-to-day service
 - Providing basic services consistently and fairly across the board
 - Providing basic City services
 - Effective and efficient City operations is my bottom line
- Economic sustainability for the long term
- Environment and Sustainability
 - Environmental sustainability
 - Sustainability
 - Open space and environmental improvements – make them even better
- Managing the dynamic tension between an economically vibrant and sustainable community while maintaining the identity of being a charming, small town
- Transportation/traffic and regional cooperation
- Future of the Bancroft property
- Growth and community development
- Managing residents demands and helping them understand the costs associated with their requests
- The "me" orientation of our residents
- Facing growth and impacts from the Metro area – dealing with the pressures coming from outside of Louisville, such as Superior and Lafayette, for example)
- Technology – cell and broadband service
- Class and inclusion issues; affordable housing; multifamily housing

7. Other general comments/last thoughts

- I would like to discuss Council liaison positions and process (e.g., Boards and Commissions)

- The creation of Council agendas – for discussion?
- Action – review onboarding process for newly elected Council members to ensure they are up to speed (if they have never served on Council before)
- We don't do as good a job as we could in promoting our City and what we are doing; missed opportunities to keep positive focus on projects (e.g., Post a sign with a picture of the prototype/architectural plan of the new park or building project)
- Council committees – charters and work plans

**J. RAMOS ASSOCIATES, LLC
STATEMENT OF WORK**



CLIENT: Kathleen Hix
Human Resources Director
City of Louisville
749 Main Street
Louisville, CO 80027

FROM: June E. Ramos, J Ramos Associates, LLC

CONTRACT DATE: September 28, 2017

SITUATIONAL ANALYSIS/BACKGROUND:

The City Manager of the City of Louisville will be departing July 2017. In an attempt to hire the best successor for this position, the Council members are interested in reviewing key stakeholder needs to determine what the City should consider to move forward toward a successful hire.

The focus group process of identified target groups is a good process to determine the opinions of a cross section of stakeholders, as well as recommendations for moving forward into the future. Most focus group sessions last approximately 1.5 hours and consist of approximately 8 – 12 participants per session. The Council, and/or Council subcommittee members will vet the questions that will be asked in these sessions, to ensure that Ramos is aligned toward the goals as outlined.

Additionally, the Council has requested time on the agenda to participate in activities to solidify working together even more effectively as a team. Team building is an intentional process that focuses on a desired future state identified by a needs-based process. The needs are identified through a series of Council one-on-one individual interviews to identify what is currently working and areas of improvement that are needed. From these interviews, Ramos will draft a customized agenda for this Council – with the primary goal to identify commitments and agreements, as well as desired actions, to move into the future as a successful team.

The teambuilding process outlined below is an “ideal” one, based on successful sessions that Ramos has conducted with past Councils. Certainly, all items listed below are open to discussion and negotiation.

DELIVERABLES AND PROCESS:

DELIVERABLE/ACTIVITY	TIME REQUIRED
Facilitate planning meeting with Council or subcommittee to obtain: <ul style="list-style-type: none"> • Necessary background information • Determine specific outcomes • Identify key interview questions • Tailor the process to success metrics as identified by Council 	2.0 hours
Focus Group - Board & Commission members - 2 night meetings	3.0 hours
Focus Group - Citizen meetings - 2 night meetings	3.0 hours
Focus Group - Employee meetings - 2 daytime/late afternoon meetings	3.0 hours
Focus Group - Department Director Meeting - 1 daytime meeting	1.5 hour
Analysis and transcription of Focus Group interview data – to prepare a Summary Report for Council review	3.0 hours
Conduct Action Planning Research Interviews of Council members (to prepare for team building session) – either telephone or face-to-face interviews; approximately 45 – 60 minutes each	6.5 hours
Analysis and transcription of Council member interviews – to customize team building agenda	3.0 hours
Summary Meeting with City Council - 1 daytime meeting Objectives include: <ul style="list-style-type: none"> • Facilitated discussion of interview data • Facilitate a team session to create even higher level of team focus among Council members 	7 hours
<i>TOTAL TIME REQUIRED</i>	<i>32 HOURS</i>

CONSULTANT FEE:

The total fee for the project is \$7,500.00 inclusive.

APPROVAL:

If you agree to the above arrangements, please sign and fax to 303-679-8781, or e-mail a scanned, signed copy to jramosassoc@mindspring.com, or return a signed original to: J Ramos Associates, 649 Golden Willow Road, Evergreen, CO, 80439.

ACKNOWLEDGMENT

I have read the above agreement and acknowledge that it correctly sets forth the arrangement for the engagement of services of June Ramos, J Ramos Associates, LLC for handling the matters set forth above. I agree to the terms and conditions set forth in the preceding letter on this ____ day of _____, 2017.

By: _____

Title: _____

Organization: _____



J RAMOS ASSOCIATES — Maximizing leadership and employee performance

649 Golden Willow Road • Evergreen, CO 80439 • p. 303.679.8700 • f. 303.679.8781 • e. jramosassoc@mindspring.com



June Ramos
*Consultant,
Facilitator,
Coach, Trainer*

June Ramos has provided professional coaching, strategic management and organizational development consulting, communications consulting and training/seminar delivery to business/industry and government organizations for more than 25 years both nationally and internationally. June's primary emphasis (and passion) is helping individuals and organizations achieve peak performance by learning and using tools to build collaborative relationships and build personal accountability for career and life success. Her attention to customer service and high levels of customer satisfaction drive her success.

Her focus is on using education and development as a sound way to drive business priorities and business success through learning. Clients want to build the capabilities, the expertise and the skills of the people in their organization. Education and development is also a way to succeed in the marketplace around key initiatives and projects and to align people around new ideas and new corporate practices.

In the course of her career, June has worked as the internal and external communications manager in public relations/corporate communications and was a management/organizational development specialist for two Fortune 500 companies, provided training and consulting for three international public seminar firms throughout the United States, Canada, Europe, France, Australia and New Zealand. She was also the Vice-President of Client Services for a public seminar firm. June started her training and consulting practice in February 1990.

June's relaxed yet focused facilitation style enables her to connect with participants and to help them personalize the content and issues for greater understanding and application. She challenges her audiences to answer the question, "so what?"-- that is, how they will apply the material, techniques and strategies in their individual and organizational situations?

SERVICES

Facilitation for Results/ Strategic Meeting Management

Managing meetings through effective facilitation is the key to producing results with teams and groups. June provides a safe environment to allow participants to manage disagreement while producing collaborative agreements. Her style is one of appropriate balance between guiding the group when necessary, yet allowing the group to “manage its expertise” within a time bound agenda.

Team and Leadership Coach

A key to successful consulting and team interventions is to provide organizational assessment to determine problem areas and identify desired key results. Assessment includes written questionnaires, focus groups interviews, and one-on-one interviews. Based on the results of the assessment, interventions are provided to produce desired new results. June provides individual coaching and facilitation of groups to meet desired goals and objectives. June’s team and individual coaching is based on a systems approach to problem solving – that is, using broader perspectives to identify what obstacles and barriers may cause performance problems or to identify obstacles to leadership success.

Customized Training/ Leadership and Professional Development

Derived directly from the data of the assessment, customized training programs can be developed to meet immediate individual and organizational needs. Adult learners have greater interest and understanding when programs, case studies, and examples are relevant to their immediate needs.

Web-based Training

In the world of remote (or “virtual”) teams, organizations need tools and methods to help individuals communicate and learn in this new environment. June has experience in developing and delivering web-based seminars and training programs, using tools provided by organizational vendors such as Genesys, WebEx and Placeware – who specialize in providing audio and web conference tools. Despite the lack of face-to-face communication, June provides highly energetic and focused programs that achieve results.

STANDARD TRAINING PROGRAMS/SERVICES:

The most frequently requested training/consulting programs and consultation areas include:

- Leading at the Speed of Trust – Vital Smarts
- Assertive Communication Skills
- Collaborative Communication: From Disagreement to Commitment
- Customer Satisfaction – the Key to Business Success
- Crucial Conversations – Vital Smarts
- Collaborative Negotiation
- Change Management Essentials
- Transitioning to Management: Basic Supervisory and Management Skills
- I Love Feedback – Executive Forum
- Managing Multiple Priorities
- Influencing Upward: Or Selling Your Great Ideas To Your Boss and Others
- Creative Problem Solving and Decision Making
- Leading and Managing Change
- Presentation and Facilitation Skills (also Train-the-Trainer)
- Effective Meeting Management
- Managing the Remote or Virtual Team
- Performance Management
- Conflict Management
- The New Leader – Keys to Success
- Business Writing That Counts – with Dr. Julie Miller, BWTC
- Straight Talk: Conversations That Matter
- How Does Your TeamWork? (Team Building/Team Dynamics)
- Dealing with Difficult People/Situations (or Life Would Be Easy if it Wasn't for Other People)
- Facilitation of Strategic Planning Sessions and Team Building Events

REPRESENTATIVE CLIENTS:

- Harley Davidson
- Great West Life Assurance Company
- USDA-Forest Service
- National Park Service
- Galileo International
- Sun Microsystems
- Boulder County Government
- Douglas County
- Ball Aerospace
- Mountain States Employer's Council
- Hunter Douglas
- Alliance Engineering
- Pinnacol Assurance
- Colorado Municipal League
- New West Technologies
- U.S. Dept of the Interior
- Federal Reserve Bank of Dallas
- Bureau of Land Management
- Jefferson County Government
- Horizon Choice Health
- First Data Corporation
- Federal Reserve Bank of Dallas
- LaFarge North America: Western Mobile
- U.S. Department of Education
- U.S. Environmental Protection Agency
- Animal Care Equipment Services
- MCI World Com
- NIST
- T. Rowe Price
- Dept. of Homeland Security, Customs and Border Protection
- American Express
- Jefferson County
- IBM Corporation
- Hewlett Packard
- Douglas County
- Department of Commerce/NIST
- MBS - Managed Business Solutions
- City of Lakewood
- City of Arvada
- City of Boulder
- City of Wheat Ridge
- City of Littleton
- City of Aurora
- City of Durango
- CASTA – Colorado Association of transit Agencies

PARTNERSHIPS

- ☐ Facilitator, Chief Executive Network (CEN), Kansas City
- ☐ Facilitator/Consultant, Executive Forum, Denver, CO
- ☐ Facilitator, Lash Associates, Pleasant Hills, California
- ☐ Consulting Partner, Center for Interpersonal Relationships, Wilmington, North Carolina
- ☐ Faculty Member, Taos Conference for Government, Taos, New Mexico
- ☐ Consultant, Implementation Management Associates (IMA), Golden, Colorado

TRAINING CERTIFICATIONS

- ☐ **Professional Mediation Training**, 40 Hour Certification Program, University of Denver, Organizational and Professional Communication Program
- ☐ **The Art and Science of Executive Coaching**, SCASunshine Associates, Denver, CO
- ☐ **Crucial Conversations**, Vital Smarts and Executive Forum, Trainer and Consultant
- ☐ **i Love Feedback**, Executive Forum, Trainer and Consultant
- ☐ **Leading at the Speed of Trust**, CoveyLink and Executive Forum, Trainer
- ☐ **Business Writing That Counts**, Dr. Julie Miller, Seattle, Washington
- ☐ Accreditation, **CME - Change Management Essentials**, David Nielson and Associates, Evergreen, Colorado
- ☐ Accreditation, **AIM – Accelerating Implementation Methodology, Change Management**, Implementation Management Associates (IMA), Golden, Colorado
- ☐ **Business Writing That Counts; E-mail Writing That Counts**, Dr. Julie Miller, Seattle, Washington
- ☐ Myers Briggs Type Indicator (**MBTI**)
- ☐ **DISC**, Personal Profile
- ☐ **Influence Edge**, Lash Associates
- ☐ Blessing White, Inc. (**Technical Leadership; Selling Your Ideas; Managing Personal Growth, Fast Start**)
- ☐ Zenger Miller (**Front-line Leadership; QUEST; Leadership 2000**)
- ☐ DDI **Interaction Management** (also certified as a Master Trainer who provides train-the-trainer to others)
- ☐ Integral Training Systems (ITS), **Retaining Top Talent; Breakthrough Thinking**

WHAT OTHERS SAY

ABOUT JUNE RAMOS

June is able to work in all industries, with all professions, and with all levels within an organization. Line workers and senior managers alike believe that June understands their situations and is able to provide practical and realistic advice in a classroom and one-on-one coaching.

Training Manager
T Rowe Price

June's programs have consistently been among the highest rated programs in evaluations completed by participants. Her presentations are always professional and interesting, providing practical information that our employees can immediately apply in their work.

Senior Human Resources Analyst
Boulder County Human Resources

June works effectively with all employee groups. I appreciate June's keen interest in working to understand the organization and any dynamics that may impact training prior to class.

HR Manager, Town of Castle Rock.

Through June's inspiring consultation skills, our team was able to develop more effective working relationships, and was then able to efficiently address strategic planning and goal setting toward some very effective outcomes. Her coaching style is personable with a no-nonsense flair. She was able to connect with all team members, not an easy task, toward a positive result. Many consultant/trainers are either better as a trainer or as a consultant, June performs each admirably. Of the several consultants used at ChoiceHealth, June is the one we came to rely on for most organizational issues.

Manager, ChoiceHealth

I have had the pleasure of working with Ms. Ramos for the past 10 years as a trainer, course developer and a consultant. Rarely, have I worked with any one more talented and skilled. June keeps herself abreast of new trends, new literature and new instrumentation in order to provide her clients with the most helpful and meaningful interventions possible. Her varied and considerable experience allows her to make quick assessments and provide appropriate, targeted help for her clients. She is a master and unequalled in my view!

Jacqueline Reid,
The Center for Interpersonal Excellence and Founder of the Taos Conference.

June Ramos has a unique and impressive way of connecting with her participants through her knowledge and sense of humor that creates a rich learning environment. We have a tough and well-educated audience here at Ball Aerospace. June fits in well with her credentials and experience and has consistently received high evaluations.

Ball Aerospace and Technologies Corporation
Manager, Training and Learning Center